

INITIATIVE  
INNOVATION  
IMPACT

CONNECT: LIBRARY  
ANNUAL REPORT 2012

UOW  Library



## Vision

To be recognised as a knowledge resources centre of distinction, integral to the realisation of the University's mission, vision and goals. To fulfil this aim, we will:

- > enrich the student academic experience by equipping students with the skills to succeed as independent learners
- > promote and support world class research and scholarly communication initiatives through integrated, client-centred discovery systems and services
- > foster a highly skilled and flexible workforce, recognised for exceptional and innovative service
- > create stimulating, engaging learning spaces (physical and virtual) to foster collaboration and exploration of knowledge resources

## Mission

Our mission is to enable access to quality resources and services for excellence in research, teaching and learning by:

- > delivering a range of services and technologies to enable the effective discovery and use of needed resources, irrespective of their format or location;
- > providing leadership and expertise to support independent learning and research in an increasingly diversified scholarly information environment, and;
- > capturing and promoting institutional research outputs.

## Goals

Client service goals:

- > Exceptional service
- > Integration of flexible information skills programs in collaboration with academic staff

Financial goals:

- > Effective and efficient use of available resources
- > Provision of resources and services that have a high ratio of value to cost

Internal process goals:

- > Client-centred access to resources
- > Demonstrated application of business excellence principles

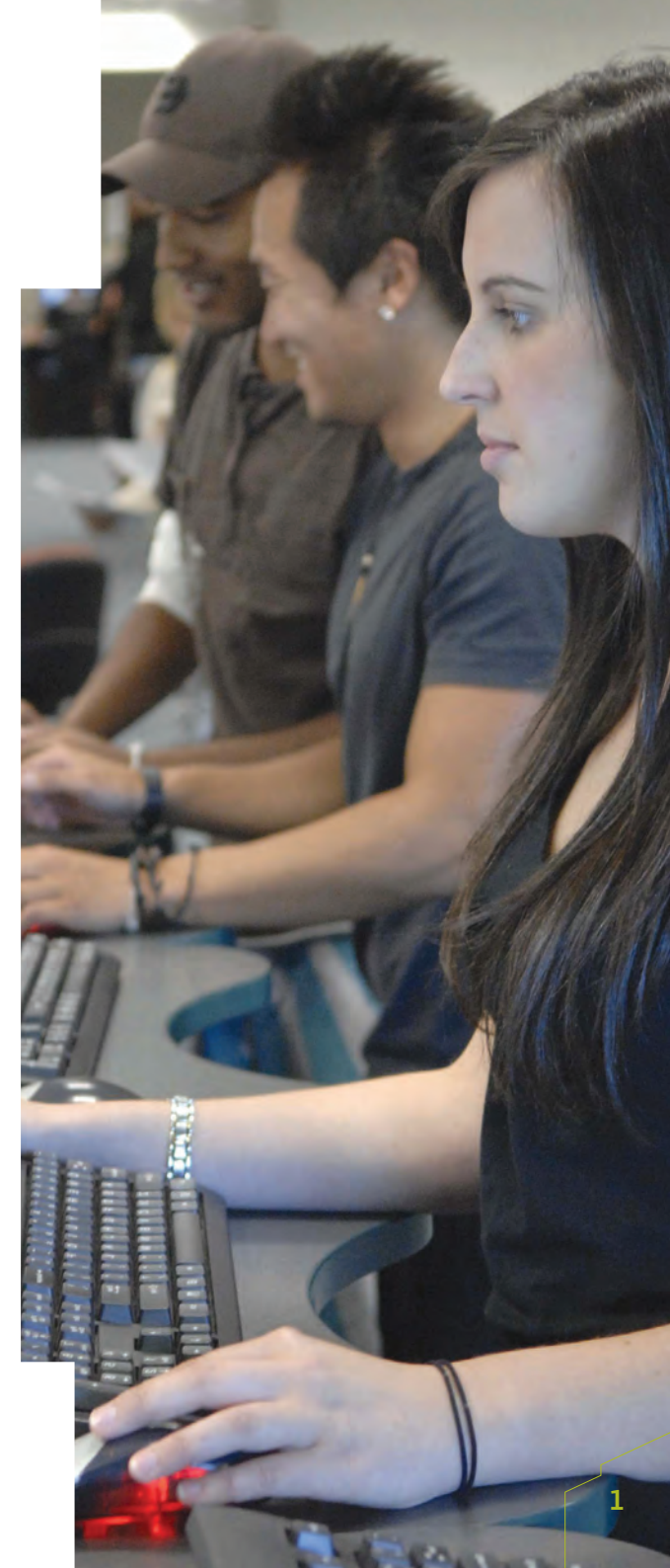
Learning and growth goals:

- > Skilled and knowledgeable staff equipped to respond to change
- > Effective succession management and leadership development





University Librarian's Review.....	3
Highlights of 2012.....	5
Learning & the Student Experience.....	7
Research & Impact.....	11
Connecting Communities.....	15
Resources.....	21
Statistics.....	27
Staff & Culture.....	29
Staff.....	35
Community Participation.....	39





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These initiatives ..... highlight our desire to develop a deeper and nuanced understanding of the needs of our students and the staff of the institution ... to deliver services and resources that are relevant, offer value and contribute in a meaningful and demonstrable way our commitment to the aspirations and priorities of UOW.

MARGIE JANTTI / UNIVERSITY LIBRARIAN

## UNIVERSITY LIBRARIAN'S REVIEW

Two years ago, I made a pledge to sustain the Library's enviable reputation for service excellence and for learning and teaching support. This commitment was coupled with an ambition to create and deliver distinctive services to researchers. Significant inroads have been made in the management of and access to scholarly information resources and the establishment of services tightly aligned to the research aspirations of the University.

The University Executive's rallying call for action, for recognising and producing research of high quality and impact, positioned the Library well to showcase the:

- Utility of the institutional repository, Research Online (RO)
- Success of collaborating with the Research Division to further streamline the Research Information System and facilitate the bulk transfer of publication records to RO
- Benefits of centralising publications management within the Library.

These efforts were rewarded with a ranking of 9th place in Australia and 201 in the world on 'The Ranking Web of World Repositories'. RO was also ranked third in Australia for visibility of content.

The new *Research Impact Analysis Service* was quickly embraced, illustrating an appetite for promoting and measuring the impact of research. In total, 385 reports were prepared for senior management, faculties and centres.

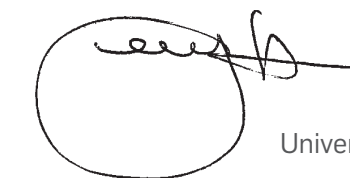
The mandatory first year StartSmart tutorial and quiz were targeted by the University for early integration into the new learning management platform. Content and questions were refreshed to deliver three new modules: Expectations@uni; Resources@uni and Integrity@uni.

The Library held its position as a highly utilised space for student learning and engagement; reflected in over 1M visits and high occupancy rates. The allocation of space in an adjacent building to the Library was, therefore, welcomed. Works commenced on repurposing the location into an open, quiet study space accommodating in excess of 250 seats and an additional two postgraduate rooms.

The Library's contribution to the University's *One Action* initiative centred on promoting and supporting alumni engagement with UOW through access to Library services and resources after graduation. Over 700 Alumni registered for membership as compared to 185 in the previous year, confirming the initiative a resounding success.

The structure of the Resources Division was refreshed to provide a renewed focus and alignment to the priorities of the Library and importantly, those of UOW. Three new teams were created: Scholarly Content, Collection Development and Resource Sharing. The Archives were transferred to the Resources Division noting the emphasis on collections and the digitisation strategy.

These initiatives and those described elsewhere in this report highlight our desire to develop a deeper and nuanced understanding of the needs of our students and the staff of the institution. With this knowledge we are better equipped to deliver services and resources that are relevant, offer value and contribute in a meaningful and demonstrable way our commitment to the aspirations and priorities of UOW.



Margie Jantti  
University Librarian





## HIGHLIGHTS OF 2012

**JAN**

Self-mediated services:  
Open hold shelf trialled

**FEB**

Library Toolbar  
Plug-In launched

2 million downloads from  
Research Online

**MAR**

ArticleReach introduced

**REQUEST JOURNAL ARTICLES  
FROM AROUND THE WORLD  
CONNECT: ARTICLE REACH**

**APR**

Resources Division  
restructure implemented

**MAY**

UOW Corporate  
Publications in  
Research Online

**JUN**

CRC wireless system upgrade

**JUL**

Bulk transfer of 7000+  
publication records from  
RIS to Research Online

RELAIS launched

**AUG**



110th Anniversary  
of the Mount Kembla  
Mining Disaster

**SEP**

Library responsible for  
Publication Management @ UOW

Exhibit: The Hon. David  
Campbell Political Cartoons

**OCT**

Exhibit: Wollongong Teachers  
College 50th Anniversary

Library expansion project  
commences

**NOV**

Library alumni initiative  
attracts 700+ new members

**DEC**



Exhibit: UOW  
Ceremonial Gowns





## LEARNING AND THE STUDENT EXPERIENCE

### Getting ready to StartSmart in Moodle

The StartSmart tutorial and quiz, compulsory for all commencing undergraduates, were targeted for early integration into the new Moodle platform. Content and questions were refreshed to deliver three new modules: Expectations@uni; Resources@uni and Integrity@uni.

The new Learning Platform will provide a gateway to additional Library Services, such as the Library Catalogue, Readings, StaySmart, Referencing and Citing, Ask a Librarian and access to Subject Guides.

### Removing the frustration in getting full-text content

Eliminating the number of steps required to jump between writing, Google, publisher's sites and the Library was a key driver for finding an innovative and easy to use plug-in to access full-text content. The Library Toolbar is a one-click solution whether on a publisher's page or while browsing content on websites or other documents. The plug-in works in two ways: by forcing access from a publisher site to Library subscribed content by reloading the page to recognise a UOW affiliation; or to search Summon, the Classic Catalogue or Google Scholar by highlighting keywords or phrases in a publication and using the right click function of a mouse. The Library Toolbar was downloaded 1,155 times.

### Supporting Arts Student Mentors

A faculty initiative promoted opportunities for collaboration and greater efficiency in student engagement and information skills support. Librarians provided training to student mentors within the Arts Faculty, whose role was to provide one on one peer support services to commencing undergraduate students. Particular emphasis was placed on accessing resources and services. One outcome was the reduction in one-off first year Library classes due to the tutorial support provided by the mentors.

### Expanding and enhancing student spaces

Averaging 1,455,333 visits per annum since the last Library extension project was completed in 2008, demand for space and seats has far outstripped available capacity. Minor capital works earlier in the year enabled the creation of an additional 60 student spaces and the relocation of the Academic Space. The allocation of newly vacated space to the Library in an adjacent building was highly welcomed. Works commenced on repurposing a former high-density staff space into an open quiet study space accommodating in excess of 250 seats and an additional two postgraduate rooms in readiness for Autumn Session 2013.

Works also commenced on reshaping existing service configurations to support more self-mediated services such as self loans and an open Short Loans collection and holds service.

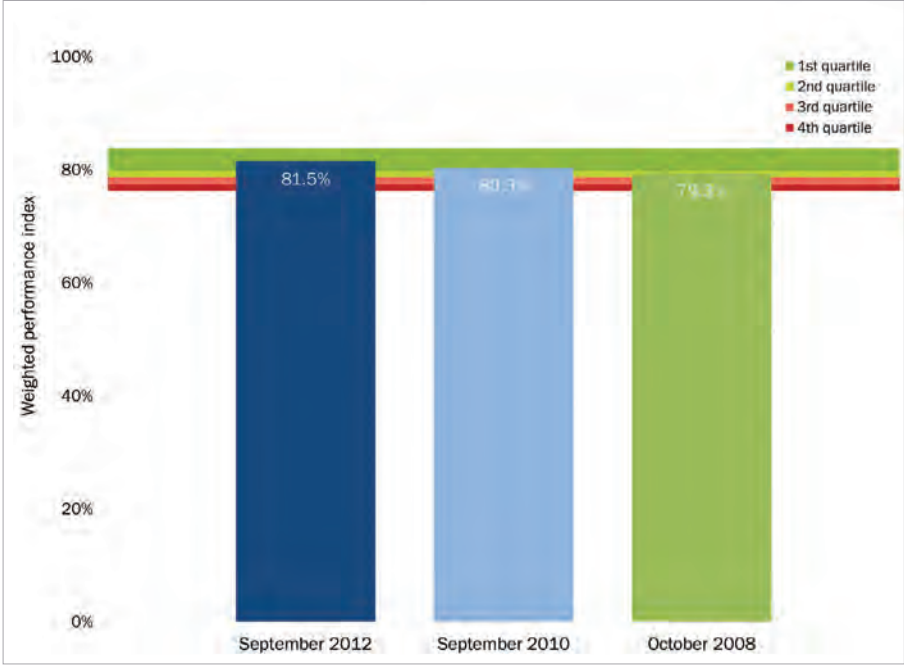


Measuring up

A commitment to exceptional service, focussing on the unique needs of students and staff ensures that we take opportunities to enable clients to tell us what they think we do well and where we need to improve. During September, over 2800 clients responded to the Library Client Survey and over 1500 offered further feedback through their comments and suggestions. Some of the high level outcomes include the Library being positioned in the top quartile for:

- Overall satisfaction – a score of 5.81 out of a possible 7 (up from 5.71 in 2010)
- Overall weighted performance at 81.5% (up from 80.3% in 2010)
- All five assessment categories: communication, service delivery, facilities and equipment, library staff, and information resources.

Library Client Satisfaction Survey-Weighted Performance Index



A notable improvement was in the area of 'Information Resources' moving from a performance rating of 78.8% in 2010 to 82% in 2012 (the highest performer in the national benchmark database scored 82.6%).

The main issues identified for improvement were more computers and group study spaces as well as improving wireless access.



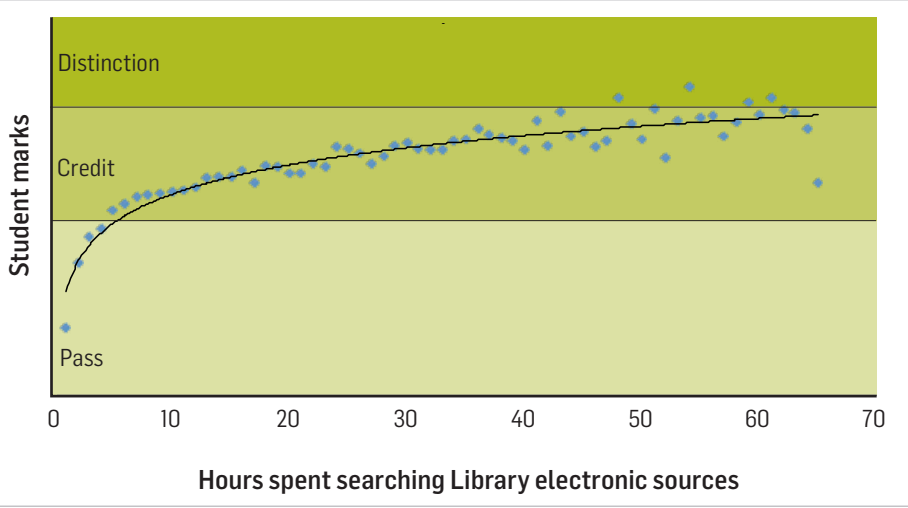
The winner of the 2012 Client Satisfaction Survey major prize was 2nd year Mechanical Engineering student Muhammad Yunus. Muhammad won an Extreme Prize Pack, which included vouchers for a diverse range of local sports and entertainment activities. Remote Campus prize winner, Andrew Tolentino received a Kindle Touch.

Library Cube

Last year we reported on the development of the “Library Cube”. To briefly recap, the Library Cube is a data warehouse linking student borrowing and use of electronic to students' academic grades and demographic information. The cube allows us to answer questions such as 'do students benefit from using the Library?' and 'what is the demographic profile of non-users of Library compared to that of high users?'. This information has helped the Library to convincingly demonstrate the value it provides in supporting teaching and learning. As the below table shows, the more students use Library, the better they perform on average.

While other institutions have attempted to join library usage data with student data, UOW was the first to create a system that has become a fully supported, integrated institutional reporting tool.

Relationship between Electronic Resource Usage and student marks, 2012



Academic Integrity - new referencing and citing guides

A revised referencing and citing guide was offered to staff and students covering four commonly used referencing and citing styles:

- Author-Date (Harvard)
- AGLC
- APA6
- Footnoting

In addition, links were provided to four additional styles also used at UOW:

- Chicago
- Oxford
- MLA
- Vancouver

An analysis of StartSmart data was used to contribute to the national ALTC/ OLT project on “Academic Integrity Standards: Aligning Policy and Practice”. The data revealed a strong positive response from students; that completing StartSmart had assisted them to understand what academic integrity means in a university setting and what steps to take to avoid plagiarism.

Kindling an interest in eBooks

The debate as to whether eBooks will be the platform of choice, either for academic or leisure purposes, will continue for some time yet. What we have learned is that there is an appetite for the eBook format, even for leisure reading. So much so, we increased the number of Kindle readers and added more fiction titles to choose from.





# RESEARCH & IMPACT

## Research Support with Impact

Maximising the impact of research is a known priority for UOW. Underpinning this objective is improved citation performance and other esteem measures associated with the discoverability of, and access to UOW research outputs. To support these outcomes, the *Research Impact Analysis Service* was created to produce a range of reports:

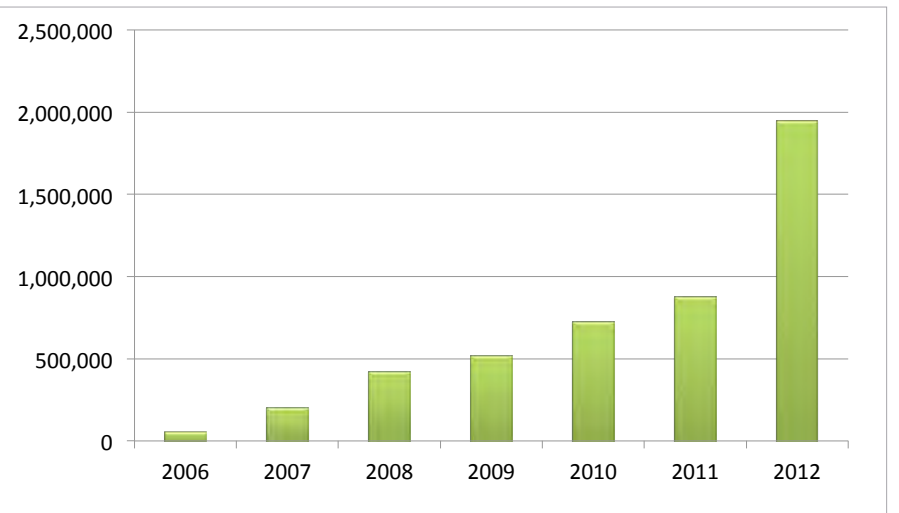
- Researcher Impact Profile – support for grant applications and academic promotion through the provision of publication impact based on citation analysis summaries.
- Journal Impact Reports – detailed analysis of quality journals based on citations drawn from: JCR, Web of Science, Scopus, ERA and Google Scholar.
- Publication Activity Report – a comprehensive review based on an individual, centre or the University's publications. These include: h-indexes, citation numbers, subject categories, collaboration and benchmarking data.
- Literature Scans - providing a tailored Endnote Library with references sourced from nominated search term from Scopus, Web of Science and selected databases.

## Raising the bar for Research Online

Efforts were directed to more closely align the UOW publications in Research Online with those within the Research Information System (RIS) as part of a revamped publications management strategy. In July, approximately 7,700 RIS records were exported to Research Online and by the close of the year more than 84% of UOW HERDC publications post-2005 were represented through Research Online and discoverable via search engines such as Google and Summon. Work was also undertaken to increase the percentage of full text content available on open access platforms. Research Online underwent an essential format upgrade to more closely reflect the new UOW branding requirements.

Research Online is currently ranked 9th in Australia and 201st in the world on 'The Ranking Web of World Repositories', and achieved an impressive rank of third in Australia for visibility of content (based on assessment by link intelligence databases such as Majestic SEO).

Research Online downloads 2006 to 2012





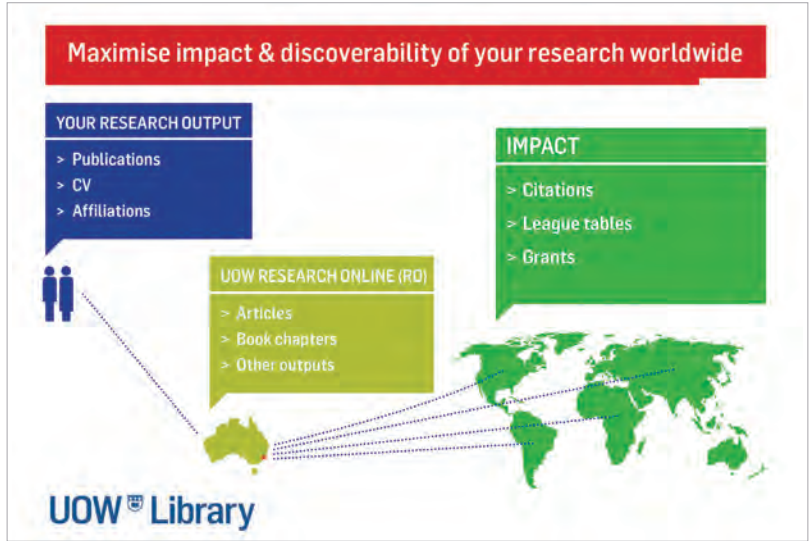
### Publication Management @ UOW

Following a review during 2011, with recommendations endorsed by the DVC (Research), UOW publication management became the responsibility of the Library's Scholarly Content Team. Benefits to the University included:

- A reduced administrative load for academics and faculty publications officers
- A more complete collection of UOW publications and;
- Improved quality of metadata.

Roles and responsibilities of those involved with Publication Management were more clearly defined and reporting procedures simplified to ensure greater efficiency for the collection and entry of publication data.

An early indicator of success was the increase in the number of HERDC submissions in the Research Information System (RIS) as compared to the previous year. Notably, a higher percentage was classified as HERDC category, demonstrating the improvement in the quality of the metadata in the publications.



### Support for Excellence in Research for Australia

The Library continued its involvement in the Excellence in Research Australia exercise with the curation of the ERA2012 collection in Research Online (RO). In collaboration with the Research Services Office and Faculties, UOW research outputs spanning the years 2005-2010 selected for inclusion in the ERA2012 submission, were procured and made available in RO for the assessment period. The ERA2012 collection included:

- 933 journal articles
- 154 book chapters
- 130 conference papers
- 61 creative works
- 31 books.

### Research Profile cleansing initiatives

The integrity of researcher identity management is critical to major evaluation and ranking exercises such as HERDC, ERA and international league tables. Tailored support included:

- Providing support and advice to the Performance Indicator Unit around UOW author datasets to aid defined citation analysis.
- Delivering workshops and presentations on researcher identity management.
- Negotiating with academic publishers to improve the integrity of the institutional profile.







1. Pam Epe and Helen Mandl (Librarian of St Jude Arusha, Tanzania)  
 2. Staff participating in Wrap with Love Initiative  
 3. Library staff at Lifeline Book Fair  
 4. Student using Media facilities

## CONNECTING COMMUNITIES

### Networking the network

During 2012 the Library extended its network services to partner libraries supporting the campuses at Batemans Bay, Bega, Southern Sydney (Loftus) and Moss Vale.

While UOW has a network presence at these sites it did not extend to the libraries, requiring the use of local (TAFE and public library) systems. While initially serviceable, overtime inefficient and costly workarounds were required to provide core services to students and staff.

2012 saw the upgrade of the Batemans Bay site with the local library staff being trained in using the Millennium system. Provisioning of ADSL services for Bega and Southern Sydney campuses also commenced.

### Alumni Membership Initiative

Alumni membership services were reviewed with the aim of promoting and supporting alumni engagement with UOW through access to Library services and information resources post graduation.

Steps taken included:

- Meetings with the Alumni Office to determine appropriate communication channels for promoting membership to gain access to Library services.
- Review of Library membership conditions and removal of fees.
- Review of communication and promotion content and channels.

The success of the initiative was measured in the uptake of membership with 144 membership requests received within 24 hours of the Alumni email blast sent in November, as well as over 100 'likes' on the Alumni Facebook page. Over 700 new memberships were recorded for the year as compared to 183 in 2011.





### Nanyang Polytechnic visit to UOW Library

In June, the Library hosted a visit from senior staff from Nanyang Polytechnic, Singapore. The delegates visited the UOW Library as part of a national tour of best practice organisations throughout Australia. UOW staff delivered presentations on topics including:

- The UOW brand and voice
- Student conversion
- International student programs and engagement
- Peer support programs
- Work integrated learning and careers services
- Library online tutorials and assessment
- Orientation and beyond

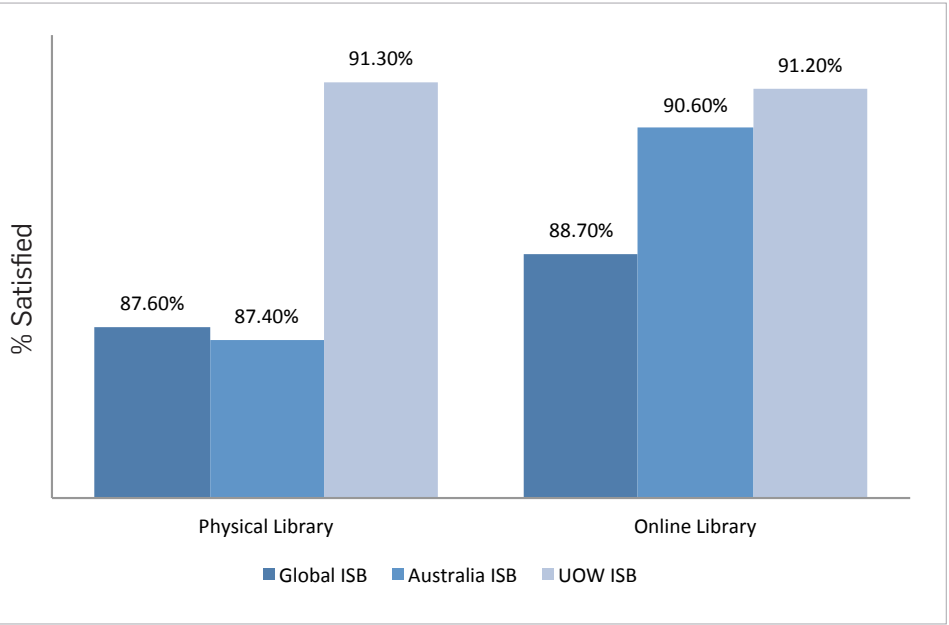


Nanyang Polytechnic representatives presenting an overview of their quality management regime.

### International Student Barometer Survey Results

The annual International Student Barometer Survey provides insight to the international student experience. The Library continued to be rated highly, particularly in comparison with national and global benchmarks.

#### International Student satisfaction with Library



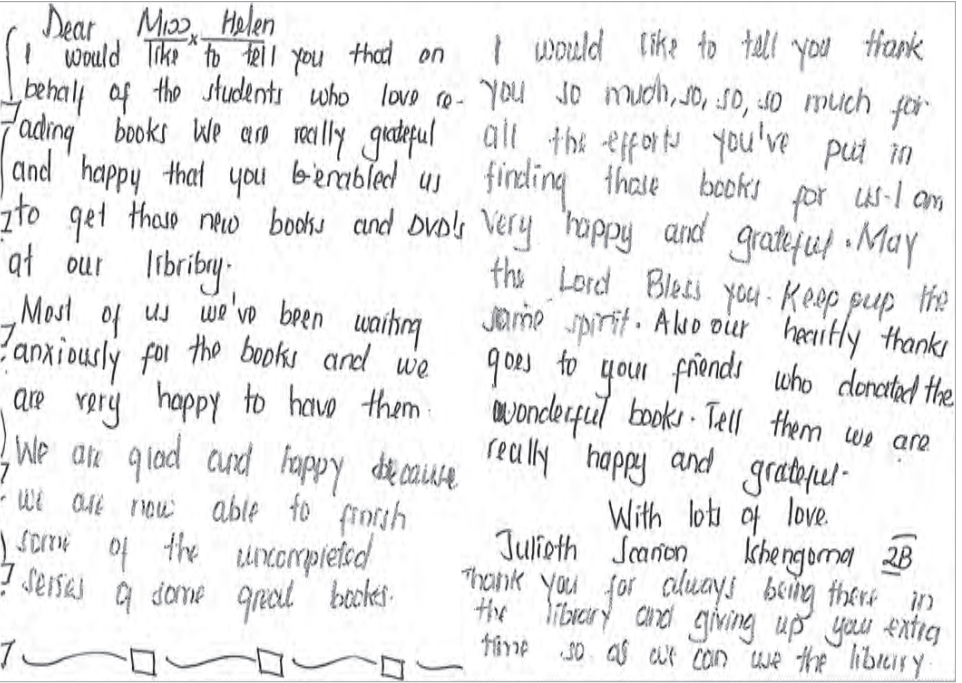
### Supporting Communities

Fundraising efforts were directed to the Indigo Foundation. The Indigo foundation is an independent community development organisation supporting domestic and international aid projects focusing on health and education in Afghanistan, India, Indonesia, Solomon Islands, Congo, Uganda and Australia. Funds raised totaled \$1,454.25.

Staff contributions enabled the purchase of books and DVDs for students at the School of St Jude, Arusha, Tanzania whose librarian is Helen Mandl a former Associate Librarian of UOW.



Students from St Jude, Arusha, Tanzania holding books purchased with UOW Library donated funds.



Letter to former Associate Librarian of UOW, Helen Mandl, from students at school of St Jude.

Staff were encouraged to participate in volunteering activities with over 75 hours directed to supporting the Lifeline Book Fair and Landcare.



## Exhibitions

1. Gift/Exchange – During April the Library hosted, on behalf of the faculties of Arts and Creative Arts, the Gift/Exchange: Sustaining and Translating Pacific Links exhibition. The exhibition showcased many examples of Pacific cultural items and provided the opportunity to promote digitised images and sound recordings from the Percy and Renata Cochrane Papua New Guinea Collection.

2. Tohoku – A rare glimpse into the world of Tsunami struck Japan through a number of extraordinary photographs. Images featured the people of Tohoku and the rebuilding of Japan after the tragedy which occurred in March, 2011. The exhibition was attended by the Consul General of Japan, Sydney.

3. Mount Kembla Mine Disaster – A commemoration event for the 110th anniversary of the Mount Kembla Mine Disaster which occurred in July 1902. The display featured a number of unique UOW Archival exhibits as well as digitised images and recordings featuring first-hand accounts of the disaster in which 96 men and boys lost their lives.

4. James Joyce (Irish novelist and poet) - The exhibition featured a number of banners supplied by the Irish Consulate which depicted memorable moments of Joyce's life including the writing of Ulysses (1922). The launch featured readings from a number of his famous texts.

5. Political Cartoon Exhibition – During 2011 the UOW Library received a donation in the form of a collection of political editorial cartoons from The Hon. David Campbell, capturing many memorable moments throughout his political career. The event showcased 34 cartoons drawn by Alan Moir, Vince O'Farrell and Paul Dorin.

6. Paolo Totaro's Book Launch – Collected Poems (1950 – 2011) of Mr Paolo Totaro. The launch included readings in both Italian and English of his works. Mr Totaro also donated a signed copy of his published works to the UOW Library.

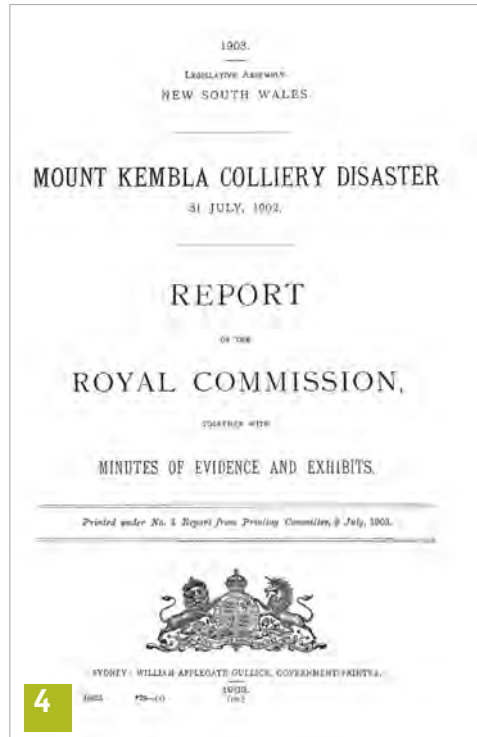
7. UOW Ceremonial Gowns – In the lead up to the summer graduation the Library played host to five previous Chancellors' and Vice-Chancellors' ceremonial gowns worn over the past 35 years during significant events such as graduation. Digitised footage highlighting the history of graduation at UOW also featured.







1. Tertangala: The long-running University of Wollongong student newspaper first published in September 1962.
2. William George Agate: Personal and official letters relating to William Agate's military service during World War I.
3. Male dancer from the Mekeo region, with face paint and elaborate headdress.
4. Mount Kembla disaster: Royal Commission Report into the devastating Mount Kembla mine disaster of 31 July 1902.
5. Political editorial cartoons of The Hon. David Campbell.
6. William J Harris: Photographic postcards relating to the 1909 and 1911 industrial disputes at Broken Hill, New South Wales.
7. University Photograph Collection: historic images of the University.



## RESOURCES

### Digitisation

A structured and coordinated approach to support the digitisation strategy was developed by the Digital Collections Advisory Group. The newly formed Scholarly Content Team assumed responsibility for the management of digitisation projects in collaboration with Archives staff.

Projects completed included:

- The UOW student publication, Tertangala (with particular attention to the early issues), (1962 to 1974).
- Audio visual content, including the installation of the first Chancellor, Mr Justice Robert Hope to coincide with the Ceremonial Gown exhibition.
- UOW video and film (from the 1960's to the 1980's) including film and video documenting events and activities at Wollongong University College, Wollongong Teachers College, and University of Wollongong in the 1960's, 70's, and 80's. Also included is television promotional video for the University from the early 1990's.
- Local government election leaflets including 'How to vote' leaflets and other local government election ephemera from Wollongong, Shellharbour, Kiama, Wingecarribee and Wollondilly.
- David Campbell political cartoons comprising of 34 framed original political cartoons drawn by the following artists: Vince O'Farrell, The Illawarra Mercury (Wollongong); Alan Moir, The Sydney Morning Herald (Sydney); and Paul Dorin, Northern Leader (Corrimal).

The Wollongong City Library and the UOW Library agreed to collaborate in a major project, to digitise the Illawarra Mercury newspaper and make it freely available, through the National Library of Australia's Newspaper website (<http://trove.nla.gov.au/newspaper>). Initially all existing copies of the Mercury up to and including 1957 will be digitised from microfilm, with the project estimated to take twelve months to complete.



Flautist from Western Highlands playing paired flute.



ArticleReach - following in the footsteps of Bonus+

UOW students and staff, wherever they are, can access journal collections held in 10 university libraries from Australia, North America, Europe and the United Kingdom. If available, articles are delivered directly to email accounts and accessed through the Library record.

Following in the wake of BONUS+, ArticleReach has been a hit with students and staff alike in expanding the range of accessible resources. The number of requests made by UOW clients was 8510, with 608 requests directed to the UOW Library.

Article Reach members:

- Australian National University
  - University of Sydney
  - University of Technology Sydney
  - California State University, Long Beach
  - Center for Research Libraries
  - Michigan State University
- Georgetown University
  - University of Glasgow
  - University of Liverpool
  - Washington State University
  - Washington State University, St Louis
  - Wayne State University



BONUS+ continued to provide quick access to sought-after resources

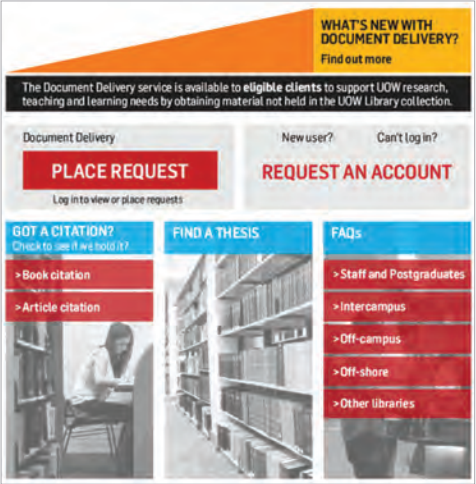
BONUS+, an Australasian resource sharing scheme now includes 13 university libraries, with Griffith University being the latest to join the consortium. The number of items available for students and staff to view and request increased to over 7.2 million. Over 11,592 items were requested and borrowed by our clients in 2012.

Document Delivery - Relais

In July, Relais a new document delivery system was implemented to improve the placing and tracking requests via web browsers. Other benefits included: the automated delivery of requests based on client preferences; multiple delivery options including email, TIFF or PDF formats, Post to Web, Fax and Mail

Operational efficiencies were gained through automated search of catalogue holdings and circulation information, exchange requests across multiple systems using industry standards, including to and from OCLC WorldCat, and a single staff interface for all requests.

The re-designed Document Delivery website launched during 2012.



Significant acquisitions

<b>Emerald Emerging Markets: Case Studies (Emerald Publishing)</b>	A collection of peer-reviewed case studies focusing on business decision making and management development throughout key global emerging markets. The case studies offer practical applications of theory to 'real world' situations.
<b>JoVE – Journal of Visualized Experiments (JoVE)</b>	A peer reviewed, PubMed indexed journal devoted to the publication of biological, medical, chemical and physical research in video format. JoVE enables the publication of experiments in all their dimensions, with over 1600 on file.
<b>Kanopy</b>	Kanopy is the leading supplier of DVD and online video to Australian tertiary libraries. Kanopy has partnered with key filmmakers such as Universal, ABC and the BBC to provide content on a range of subjects, including health, social studies, politics and teacher education. The Library has introduced over 25 select online streaming videos in the past 12 months, as well as additional films in DVD format, including <i>Gallipoli</i> , <i>100 years: the Australian story</i> and <i>Learner-centered technology, aligning tools with learning goals</i>
<b>Knovel Library (Knovel Corp.)</b>	Offers next generation interactive eBooks for engineers and scientists investigating applied, industry related issues in over 25 fields, including biochemistry, nanotechnology, industrial hygiene and sustainable energy.
<b>2011 Elsevier Science &amp; Technology eBook Collection</b>	399 titles acquired via Elsevier's evidence based selection model.

<b>Nursing Consult (Elsevier Inc.)</b>	Mosby's Nursing Consult offers answers to clinical questions and takes evidence-based best practices to the point of care. Includes over 35 key journals and books, plus drug information and calculators, over 8000 high quality images and over 450 practice guidelines and customisable patient handouts.
<b>SPIE (SPIE)</b>	The world's largest collection of journal articles and conference proceedings in optics and photonics applied research; including biomedical optics, nano and communication technologies.
<b>Essential Science Indicators (Elsevier Inc.)</b>	Essential Science Indicators employs both total citation counts and cites per paper to determine research output and impact in a specific field of research.
<b>MultiScience Journals Collection (MultiScience Publishing)</b>	108 journal titles, including the areas of Chemistry, Life Sciences, Maths and Social and Information Sciences. Access is available via a unique pay only for use model.
<b>Trans Tech Journals Collection (Trans Tech Publications Inc.)</b>	12 select materials science journal titles from volume 1, includes high use titles Materials Science Forum and Advanced Materials Research.

The Library continued Supporter Membership to the BioMed Central suite of over 200 biology, medicine and chemistry open access journals. This Membership offered UOW researchers a 15% discount on the Article Processing Charge (APC) for publishing in BioMed Central, Chemistry Central and SpringerOpen journals, including 100 with impact factors tracked by Thomson Reuters (ISI). 22 papers were published by UOW researchers in 2012, including 10 highly reviewed papers.



	2010	2011	2012
Budget	\$12,276,000	\$12,298,400	\$12,842,000
Income	\$754,463	\$770,000	\$795,000
<b>TOTAL</b>	<b>\$13,030,463</b>	<b>\$13,068,400</b>	<b>\$13,637,000</b>

Allocations			
Information Resources Fund	\$4,350,680	\$4,427,080	\$4,427,080
Salaries	\$6,522,207	\$6,707,087	\$7,163,173
Equipment & Operational	\$1,315,222	\$1,446,970	\$1,248,898
<b>TOTAL</b>	<b>\$12,188,109</b>	<b>\$12,581,137</b>	<b>\$12,839,151</b>

Expenditure			
Information Resources Fund	\$4,942,733	\$5,217,511	\$4,715,891
Salaries	\$6,275,699	\$6,681,471	\$7,101,685
Equipment & Operational	\$1,169,873	\$1,153,062	\$1,477,273
<b>TOTAL</b>	<b>\$12,388,305</b>	<b>\$13,052,044</b>	<b>\$13,294,849</b>

#### Dontations

Two significant new book publications were received this past year, both focusing on a major collection held by the University:

- 'A Place for Art: the University Of Wollongong Art Collection', edited by Professor Amanda Lawson (UOW Art Collection Director), showcasing the development of the UOW Art Collection since the 1970s and featuring 71 full colour reproductions of artworks from across the University campus. An ebook version was submitted to Research Online.
- 'Flowering Wonderfully: The Botanical Legacy of Janet Cosh', by University Fellow Jean Clarke and Alison Haynes. Celebrating the life and work of Southern Highlands resident Miss Janet Cosh, who on her death in 1989 had bequeathed funding, plant specimens, botanical illustrations and her personal research library of books to UOW to establish what later became the Janet Cosh Herbarium in the School of Biological Sciences. As part of this donation, UOW Library acquired over 40 volumes which are housed in the Rare Book collection.

A member of the local community, Mr Peter O'Brien donated a collection of over 35 rare and valuable historical books, many relating to the subjects of printing and calligraphy. The volumes were donated in appreciation of his valued friendship with former Vice-Chancellor Gerard Sutton.

The Archives received two publications commemorating important anniversaries in the University's history, both of which include material drawn from UOW archival collections:

- 'After I left College: Life stories from the 1962-1963 Pioneer students', a booklet edited by Dawn Emerson of the Education Alumni Chapter, was published to commemorate the Wollongong Teachers' College 50th Anniversary and Student Reunion held in September 2012. The College, which subsequently became the Wollongong Institute of Education, was amalgamated with UOW in 1982.

- 'Rattle them Backboards: 50 years of University Hockey at Wollongong', a book compiled by Anthony Dellapina and John Pemberton documenting the development and growth of the University Men's, Women's and Junior's hockey clubs. This latest book is one of several recent titles celebrating the histories of sporting clubs at the University.

And finally, the Executive Director of the University Recreation & Acquatic Centre, Mr Paul Manning, deposited with the Archives the original volume of the first 1960s minute book of the Wollongong University College Sports Association. This manuscript item is of irreplaceable value to University history, especially given the Association's upcoming 50th anniversary.







## STATISTICS

Facilities and Equipment	2010	2011	2012
Library visits - Main Library	1,602,895	1,555,725	1,433,813
Library visits - CRC	70,540	60,900	55,317
Library visits - Shoalhaven	31,490	28,146	30,776
Group Study Room Bookings	8,977	21,094	22,303
Laptop loans	16,240	19,481	19,145
Seats/Study spaces	1,291	1,291	1,354

Collection			
Books (print & electronic)	545,624	518,873	558,265
Journals titles	79,000	92,255	105,700
Research Online	6,397	8,792	11,791

Resource Usage			
Loans - Main Library	356,730	251,258	200,051
Loans - CRC	34,905	29,093	24,714
Loans - Shoalhaven	15,588	12,389	11,847
eReadings downloads	121,166	118,365	66,338
Research Online downloads	724,424	872,589	1,948,087
Library web visits	1,325,157	1,767,708	1,558,284

Resource Sharing	2010	2011	2012
Items received	10,158	7,092	4,519
Items supplied	1,848	1,696	1,560
Intercampus supplied	919	606	1,075
Article Reach (received)	N/A	N/A	9,686
Article Reach (supplied)	N/A	N/A	660
BONUS + (received)	N/A	2,477	6,106
BONUS + (supplied)	N/A	2,200	5,486

Information and Research Help			
Roving assistance	5,101	4,129	4,152
Information desk	27,852	20,102	21,696
Research Help	14,717	12,575	4,982
Shoalhaven	6,744	6,449	7,367
Ask a Librarian	1,081	1,670	1,717





## STAFF AND CULTURE

### Rethinking people and structures

A major restructure of the Resources Division commenced in April 2012. Key aims included improved:

- capacity to respond to the strategic objectives of the University (particularly in the area of research) and changing needs of clients engaged in research, teaching and learning
- alignment of workflows
- flexible services underpinned by cross-skilling and targeted development of expertise.

The four teams are:

- Collection Development: Developing and maintaining strong, focused, core collections to meet the teaching and research needs of UOW through monograph and journal ordering and invoicing, cataloguing, and electronic resource management.
- Resource Sharing: Facilitating responsive, cost effective access to supplementary content through Document Delivery, BONUS+, ArticleReach, and Ereadings services.
- Scholarly Content: Sourcing, preserving and providing access to UOW content through the UOW Publication Management services including HERDC, ERA and the institutional repository, Copyright and digitisation, digital collections and theses and metadata management.
- Archives: Curation, collection and access services for UOW corporate and research archival collections held in physical or digital forms within the Archives.

### Success Profiles

Building on the work that has been done to date to identify the skills, competencies required to be an effective leader, the concept of success profiles was expanded to include all levels of staff. Through a series of workshops, staff from the various HEW levels considered the competencies that were needed now and into the future to ensure productivity, growth and relevance. In total, 8 success profiles were developed. The profiles will be used to shape personal and professional development goals by:

- Providing clarity of expectations
- Understanding the developmental difficulty of each competency
- Articulation of examples of unskilled, skilled and over-used behaviours in the execution of a competency.

### Leadership Competencies Development Framework

A new Leadership Competencies Development Framework (LCDF) was introduced in May with the aim of supporting staff in the attainment of leadership capabilities that scaffold upwards and describe activities to support incremental learning. Focusing on new and existing team leaders; executive leaders; emerging leaders and project managers, the framework assists in identifying examples of applied leadership offered through on the job experiences and targeted development activities such as secondments, project leadership and training.



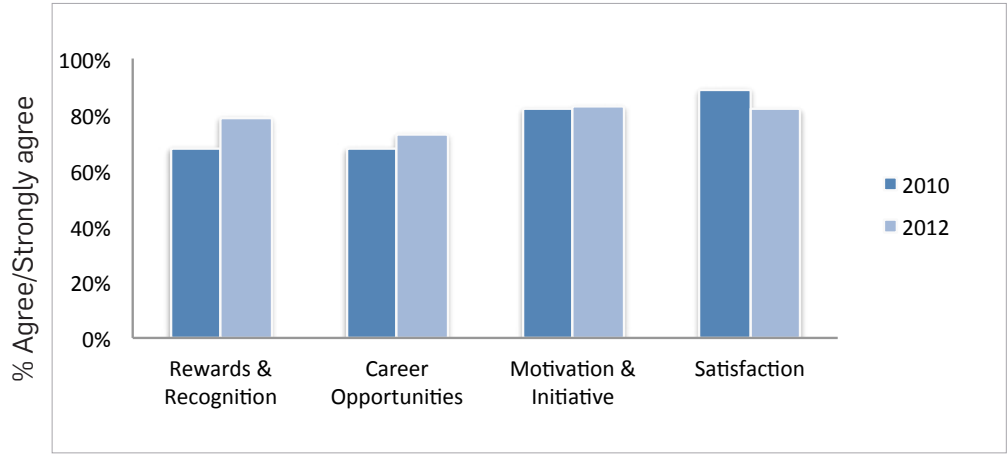
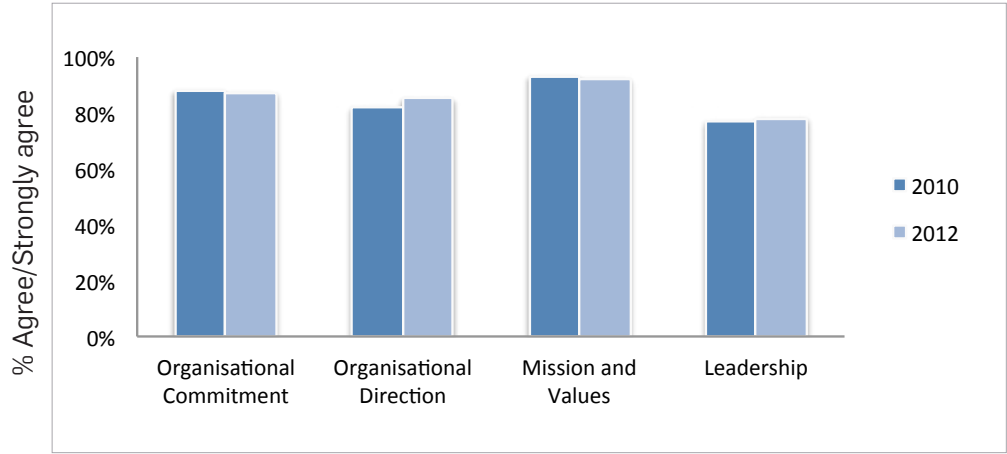
Outcomes of the VOICE survey

Sustaining a high performance culture and a commitment to service innovation requires well skilled, supported and motivated staff. The VOICE Survey administered by UOW allowed staff to tell us what they think we do well and where we need to improve. 78 staff (94% response rate) completed the survey and offered further feedback through their comments and suggestions. Areas that performed particularly well included:

- Rewards and recognition
- Career opportunities
- Organisational direction

Reflecting the significant change taking place within the Library areas that were noted for improvement included empowerment and active listening.

VOICE survey results



Publications

- Cox, B. L. & Jantti, M. H. 2012, 'Capturing business intelligence required for targeted marketing, demonstrating value, and driving process improvement', Library & Information Science Research, vol. 34, no. 4, pp. 308-316.
- Cox, B. L. & Jantti, M. H. 2012, 'Discovering the Impact of Library Use and Student Performance', EDUCAUSE Review, Published on Wednesday, July 18, 2012, access <http://www.educause.edu/ero/article/discovering-impact-library-use-and-student-performance>
- Jantti, M.H. & Greenhalgh, N. 2012, 'Leadership competencies: a reference point for development and evaluation', Library Management, vol. 33, no. 6, pp. 421-428.

Library Staff Awards

Library Executive Committee Award

The Academic Outreach Team (Melanie Thompson, Jeanetta Kettle, Bernadette Stephens, Lucia Tome, Debra Nolan and Rachel Carr) were recognised for their outstanding efforts and achievement in the delivery of a new model of service to the UOW academic and research community. Their purpose is centred on eliciting feedback focused on the context of the academic, their challenges and expectations for support and resources in the research or education spheres.



People First Award

Susanna Colwell, Resource Sharing Officer was recognised for demonstrating the Library Values of Commitment and People First. Susanna is particularly noted for the ease in which she accepts change and her willingness to go the extra mile for her fellow team members and clients alike. Susanna has made a habit of putting others first; being supportive to the needs of new team members, cadets, placement students and volunteers.







Initiative and Innovation Award

Liz Baker, Collection Development Team Leader was recognised for her role as chair of the Publication Management working group, responsible for the implementation of the recommendations from the 2011 UOW Publication Management Preview. The strength of Liz’s contribution was in contextualising the transition of the review’s recommendations into a set of simple, practical options for change, and working with all key stakeholders to introduce a new cultural mindset in how UOW manages publications.



Rita Rando Merit Award

Nadine Clark, Records and Content Management Officer, was noted for her agility in adapting to the organisational restructure within the Resources Division in 2012. This included the changing landscape for Archives and the services they provide to clients, in particular the move to a much greater emphasis on digital collection management. Nadine has worked to increase her knowledge and expertise in Archival standards and the related processes required of her in the new role of Records and Content Management Officer.



Pam Epe Memorable Moments Award

Kirsty Newton, Education Technology Librarian received this award for her continuous enthusiasm towards her work and ability to make those around her smile. Kirsty is involved in a number of workplace initiatives including the organisation of various staff events.

Conferences attended

ADA Copyright Forum: Growing the Digital Economy: Copyright Exceptions for the Internet Age
AIUG Load Profile Training
ALIA Biennial 2012 Conference
Aurora Leadership Institute
Bibliometrics Masterclass
CAIRSS Community Days
CAIRSS Copyright Workshop
CAUL Leadership Institute
CAUL transnational workshop
eBooks Exchange Forum
Google Analytics Conference
LibCampOz
Libraries Australia Forum
Measuring and Improving Library Value and Impact
Moodle Moot Conference
Museums and Galleries NSW: Digitising Collections workshop
National Higher Education Information Management Forum
State Records NSW Regional Repositories Forum
Universities Australia Copyright Forum
UOW Administrative Professionals Conference
VALA 2012 Conference

Presentations by UOW Library staff

Toni Lanyon	Australasian Innovative Users Group Toni Lanyon – Australasian Innovative Users Group Conference (paper: Systems Planning: Framework for Risk and Innovation Management)
Michael Organ	CAIRSS Community Day
Margie Jantti	Measuring and Improving Library Value: Defining indicators of Quality and Impact (Conference) CAUL Leadership Institute Context is Everything: CAUL Workshop on Transnational Education





# STAFF

## Library Executive

Jantti, Margie	University Librarian	BA (Lib Info Sci), MBA, AALIA
Cairns, Neil	Associate Librarian, Technology	BA, Dip Lib
McIntosh, Lisa	Associate Librarian, Resources	BA (Lib Info Studies), AALIA
Ngatai, Lesley	Associate Librarian, Client Services	MAdEd

## Administration

Batten, Laura	Library Professional Cadet	BA (Hist), M.Info.Sci
Cox, Brian	Manager Quality and Marketing	BA (Hons)
Dee, Donna	Manager, Workforce Planning & Development	BA (Lib Info Studies), Dip FMgmt
Greatz, Kirsty	Administration Officer	Cert IV Bus Admin
Herringe, Emily	Library Professional Cadet	BA (Media & Cultural)
Lombardi, Jo-anne	Manager Administration	Dip FMgmt, ATEMM
Thomas, Catherine	Library Professional Cadet	Cert IV Bus Mgmt
Thompson, Lyndell	Promotions and Partnerships Coordinator	B Comm (Mkting), Ad Dip Hos Mgmt

## Scholarly Content

Bevilacqua, Debbie	Scholarly Content Officer	Cert III Lib & Info Services
Broadhead, Noel	Copyright and Digitisation Officer	BEd, MEd
Chandler, Margaret	Scholarly Content Officer	BA, Assoc Dip Arts (Lib Prac)
Daly, Rebecca	Manager Resources	BA, BAppSci (Lib Info Mgmt), Postgrad Dip Info Arch, Masters (Info Arch)
Duggan, Lara	Scholarly Content Officer	BA
Job, Clare	Metadata Officer	Dip Lib & Info Sci
Norris, Carolyn	Team Leader Scholarly Content	BA, AALIA
Oakman, Monika	Data Officer	BMath, Dip LIS
O'Hea, Ann	Repository Officer	BA, Grad Dip Info Mgt & Arch Admin
Organ, Michael	Manager Repository Services	BSc (Hons), Dip Arch Admin



Rao, Soumya	Data Officer	ME, BE (Mech Eng)
Ross, Kerry	Scholarly Content Officer	BA (Hons), Grad Dip Info Stud
Shen, Kira	Scholarly Content Officer	BCompSc, Dip Lib & Info Serv
Zingle, Matthew	Scholarly Content Officer	BAppSc

Resource Sharing

Brown, Anne	Team Leader Resource Sharing	Dip FMgmt (Lib Prac), Cert IV (Lib & Info Services)
Carlisle, Fiona	Resource Sharing Officer	MA (Hons) Hist, Dip Lib
Colwell, Susanna	Resource Sharing Officer	Assoc Dip (Lib Prac)
Crichton, Lindi	Resource Sharing Officer	
Moreno, Nina	Resource Sharing Officer	
Pinkerton, Fran	Resource Sharing Officer	
Smith, Melissa	Resource Sharing Officer	BA, Grad Dip (Info Mgmt)
Werner, Carolyn	Resource Sharing Officer	Cert IV (Lib & Info Services)

Collection Development

Baker, Liz	Team Leader Collection Development	B Sp Sc (Ex Sci), Grad Dip Info Mgmt
Benny, Kerry	Collection Development Officer	
Brbevski, Afrodita	Collection Development Officer	Assoc Dip (Lib Prac), Adv Cert (Office Admin)
Dovern, Kirsty	Collection Development Officer	Dip Lib & Info Serv
Drummond, Stephanie	Collection Development Officer	Dip Lib & Info Sci
Epe, Pam	Manager Collection Development	BA, AALIA
Kitchener, Heather	Collection Development Officer	Assoc Dip (Lib Prac)
Ollerenshaw, Sonya	Collection Development Officer	Assoc Dip (Lib Prac)
Pepper, Alison	Electronic Services Librarian	BA Hons (Lib & Info Sci)
Wooton, Sandi	Metadata Officer	Assoc Dip (Lib Prac)

Client Services

Beazley, Chris	Client Services Officer	
Burling, Yvonne	Client Services Support Officer (Desk)	
Fletcher, Helen	Client Services Support Officer (CRC)	Lib Prac Cert (Hons), ALIATec, Adv Dip Arts, BA (ArchPal)
Hogan, Louise	Client Services Support Officer (Course Material)	Cert III Lib & Info Services, Cert IV FMgmt
Israel, Sue	Client Services Officer	Cert IV (Lib & Info Services)
Long, Danica	Client Services Officer	
Messer, Cathy	Casual Staff Coordinator	Cert IV (Lib & Info Services)
Surridge, Shanelle	Client Services Officer	Dip Lib & Info Services, Cert 111 Business (Office Admin), Cert 1V HR, BSc (Psychology)
Swire, Michael	Collection Maintenance Officer	Dip Lib & Info Services
Wales, Christine	Client Services Team Leader	BA (Hons), Grad Dip Info & Lib Studies, Grad Dip Info Tech, Assoc Dip (Lib Prac)

Liaison Services

Brindle-Jones, Cheryl	Learning and Research Services Librarian	BA (Lib & Info Sci), Assoc Dip (Lib Prac), AALIA
Carr, Rachel	Outreach Librarian	BAppSc (LibInfoMgt)
Cooper, Lynda	Manager Learning and Teaching Development	BA (Psych), Grad Dip Lib & Info.
		Cert IV Workplace Assessment & Training, AALIA
Dodd, Vicki	Learning and Research Services Librarian	BSc, Grad Dip IM-Lib
Hardy, Amy	Learning and Research Services Librarian	BA (Lib & Info Sci)
Hill, Allison	Learning Technology & Metrics Librarian	BA (Lib & Info Sci), Assoc Dip (Lib Prac)
Hutchinson, Samantha	Education Technology Librarian	BAppSc (LibInfoMgt), Dip Lib & Inf Studies
Kettle, Jeanetta	Outreach Librarian	BA, DipEd, Grad Dip (Info Stud)
Kielly, Daniel	Learning and Research Services Librarian	BA (Lib & Info Sci)
Lyons, Jen	Team Leader Learning and Research Services	BA, Grad Dip Info Mgmt Lib
Meldrum, Annette	Learning and Research Services Librarian	BA (Lib & Info Sci), ALTC



Newton, Kristy	Education Technology Librarian	BA (Hons), Grad Dip App.Sci (LIM), M.App.Sci. (LIM), Cert IV Fine Arts
Nolan, Debra	Outreach Librarian	BAppSc (Lib & Info Mgt), Assoc Dip (Info stud)
Peisley, Beth	Learning and Research Services Librarian	Dip Teach, Grad Dip App Sci
Perrin, Cecile	Learning and Research Services Librarian	Grad Dip (Info Studies), PhD (Zoology)
Riggs, Michelle	Education Technology and Metrics Librarian	BTech (F&A Chem), Grad Dip (Info Studies)
Stephens, Bernadette	Outreach Librarian	BA (Lib & Info Sci), MAppSci (LIM), AALIA
Thompson, Melanie	Outreach Librarian	BA, Grad Dip Info Mgmt
Tome, Lucia	Team Leader Academic Outreach	BA (Lib & Info Sci), Assoc Dip (Lib Prac)
White, Elizabeth	Learning and Research Services Librarian	BA, Grad Dip Lib

#### Shoalhaven campus

Anderson, Cathy	Team Leader Shoalhaven Library	BA, Dip Ed, Grad Dip Info Mgmt
David, Christine	Information Services Officer	Assoc Dip Library Practice
Kjar, Silla	Librarian, Shoalhaven	BA, Grad Dip Info & Lib Studies

#### Technology Services

Lanyon, Toni	Team Leader Technology Services	Cert IV in Business (Lib Prac)
Lunt, Karen	Systems Librarian	BA, Lib Info Sci, MLib
Manning, Michael	Manager Technology Development	BSc (Hons), MSc, MILS, Grad Dip Computing, MICT
Mar, Irene	Web Development Officer	BA, Grad Dip Ed, Assoc Dip (Lib Prac)
Rice, Anthony	Computer Systems Support Officer	Cert IV (IT Programming), BAppSci (Lib Info Mgmt)

#### Archives

Clark, Nadine	Archivist	B. Teach, BEd, MA (Info Studies)
Jones, Susan	Archivist	BA, Grad Dip (Lib & Info Sci), AALIA

## COMMUNITY PARTICIPATION

Donna Dee	Academic Staff Development Committee
Margie Jantti	Academic Senate Deans & Senior Executive Learning Management Platform Project Governance Group International Student Experience Committee Council of Australian University Librarians ALIA Biennial 2012 Conference Committee
Clare Job	Environment Committee NSW LA Users Group and Cataloguing Special Interest Group
Jo-anne Lombardi	University Finance Users Group
Jen Lyons	NSW Academic Medical Librarians Group
Lyndell Thompson	International Student Experience Committee
Michael Manning	Information Technology Forum Site Managers Forum
Irene Mar	Site Managers Forum CMS Template Recode Working Party
Lisa McIntosh	Research IT & Systems Committee Research Project Data Working Group Course Approval Management Group
Lesley Ngatai	University Education Committee

Carolyn Norris	NSW LA Users Group and Cataloguing Special Interest Group Research Project Data Working Group
Michael Organ	Research Online Management Committee University Reconciliation Working Group ERA Working Group
Jeanetta Kettle	Board of Studies – Environmental Science
Lucia Tome	Research Project Data Working Group Publications Strategy Working Group
Lynda Cooper	Course Approval Management Group Learning, Environment and Technology Sub-Committee Learning Engagement and Support Sub-Committee
Sandi Wooton	NSW LA Users Group and Cataloging Special Interest Group
Liz Baker	UOW Publication Management Implementation Working Group
Liaison Librarians	Faculty Education Committees (FECs)
Outreach Librarians	Faculty Committees



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